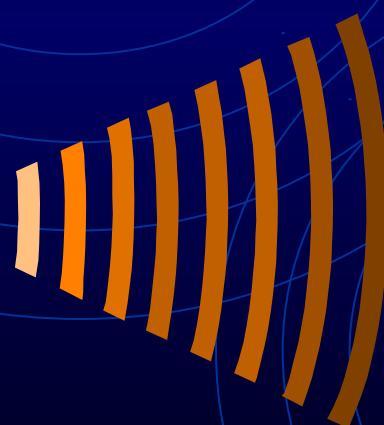


EFFECTIVE / ACTIVE LISTENING



Overview

- Definitions
- Deterrents
- Elements
- Active listening Skills
- Methods to enhance listening
- Methods to test understanding

Definitions

- Effective Listening is the listening to the words of the speaker and the meaning of the words.
- Active Listening is a process in which the listener takes active responsibility to understand the content and feeling of what is being said and then checks with the speaker to see if he/she heard what the speaker intended to communicate.

Deterrents to Effective/Active Listening

- Assuming in advance about the subject
- Mentally criticizing the speaker's delivery
- Getting over stimulated or over reacting
- Listening only to the facts
- Outlining everything
- Permitting the speaker to be inaudible
- Avoid technical messages
- Overreacting to certain words or phrases
- Withdrawing attention/daydreaming

Elements to Effective/Active Listening

- Content: The subject the speaker is addressing.
- Feelings: The emotions the speaker has when discussing the subject.
- Process: The manner the speaker delivers the subject matter.
- Clarification: The ability of the individual listening to ask questions and to seek understanding of the subject matter.

Active Listening Skills

- Check Attitude and Atmosphere
- Keep the channel open and avoid short circuits
- Listening requires response from listener
- Keep the door open

Methods for Improving Listening Skills

- Try to understand the intent and listen for main points.
- Listen now clarify later.
- Concentrate on the message, not the person.
- Analyze your reactions as you listen.

Methods to Test Understanding

- Parroting
- Paraphrasing
- Clarifying

Summary

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- Deterrents
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LISTENING PRACTICE EXERCISE